



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 4885

SERIAL NUMBER	FILING OR 371(c) DATE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.
10/628,647	07/28/2003	714	2113	RSW920030117US1
RULE				

APPLICANTS

Amanda Elizabeth Chessell, Hampshire, UNITED KINGDOM;
Jason Cornpropst, Mebane, NC;
John Kenyon Gerken III, Apex, NC;
William Pettit Horn, Scarsdale, NY;
Heather Marie Kreger, Louisburg, NC;
Eric Labadie, Toronto, CANADA;
David M. Ogle, Cary, NC;
Abdolreza Salahshour, Raleigh, NC;
Harm Sluiman, Toronto, CANADA;
John William Sweitzer, Austin, TX;

** CONTINUING DATA *****

This application is a CIP of 10/601,035 06/20/2003 PAT 7,137,041

** FOREIGN APPLICATIONS *****

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 10/22/2003

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY UNITED KINGDOM	SHEETS DRAWING 12	TOTAL CLAIMS 19	INDEPENDENT CLAIMS 2
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged	Examiner's Signature	Initials		

ADDRESS

53792

TITLE

RESOLVING PROBLEMS IN A BUSINESS PROCESS UTILIZING A SITUATIONAL REPRESENTATION OF
COMPONENT STATUS

FILING FEE RECEIVED 880	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
		<input type="checkbox"/> 1.16 Fees (Filing)
		<input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
		<input type="checkbox"/> 1.18 Fees (Issue)
		<input type="checkbox"/> Other _____
		<input type="checkbox"/> Credit